

Council on Technology Services

Minutes

November 13, 2000
Hampton, Virginia
9:30 a.m. -- 12:00 p.m.

Attendance

Members:

Chairman Donald W. Upson (Secretary of Technology); Cheryl Clark (Department of Motor Vehicles); Ray Davis (Department of Game and Inland Fisheries); Bette Dillehay (Office of the Secretary of Technology); Jan Fatouros (Department of General Services); Chip German (University of Virginia); Joy Hughes (George Mason University); Ken Mittendorff (Supreme Court of Virginia); Lan Neugent (Department of Education); Mike O'Neil (Department of Social Services); Gerry Pacyna (State Corporation Commission); Jim Peters (Virginia Employment Commission); Naseem Reza (Virginia State Police); Jerry Simonoff (Department of Technology Planning); David Sullivan (City of Virginia Beach); Mike Thomas (Department of Information Technology); and Executive Director David Nims (Electronic Government Implementation Division).

Presenters, Guests, and Representatives:

Tom Bradshaw (Virginia Department of Transportation); Leslie Carter (Department of Information Technology); Sandy German (University of Virginia); Murali Rao (Virginia Department of Transportation); Constance Scott (Electronic Government Implementation Division).

Members Absent:

Erv Blythe (Virginia Polytechnic Institute and State University); Patti Higgins (Department of Taxation); Rick Parks (County of Chesterfield); Bill Landside (Department of Accounts); David Molchany (County of Fairfax); Paul Timmreck (Virginia Commonwealth University); and Bill Wilson (Division of Legislative Automated Systems).

Welcome and Opening Remarks

Secretary of Technology Donald W. Upson convened the meeting of the Council on Technology Services at 9:45 a.m. Secretary Upson extended gratitude to Gateway for hosting the meeting, luncheon, and facilities tour. Secretary Upson described the leadership role COTS has taken and the recognition it has received. Two initiatives, seat management and e-procurement, have come to life and moved into full implementation mode. Secretary Upson congratulated the Virginia State Police for working on the land mobile radio initiative at the enterprise level. He thanked David Nims for developing and distributing the COTS lapel pins, and urged members to wear the pin as a symbol of pride. Secretary Upson announced that the Main Street to e-Street and e-Communities Task Forces would hold their inaugural meetings on November 15 and November 17, respectively. Bette Dillehay suggested that the Center for Innovative Technology (CIT) provide a presentation at the next COTS meeting in January.

COTS Business Meeting

Workgroup Updates

Privacy, Security, and Access Workgroup

Mike O'Neil reported that the PSA Workgroup met Tuesday, November 7. Representatives of the Department of Medical Assistance Services (DMAS) provided a presentation on the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Recently released regulations set high requirements and standards for safeguarding personal healthcare information, and will have significant impact. HIPAA is concerned in part with protection of records, electronic transmission of data and records, and privacy. Mr. O'Neil reported that the PSA Workgroup recommended establishing liaison with the Office of the Secretary of Health and Human Resources and to provide updates to COTS on HIPAA as they become known.

Secretary Upson urged COTS to avoid creating a HIPAA stovepipe by ensuring HIPAA compliance is consistent with Virginia's enterprise plan. Cheryl Clark reported that the Digital Signatures Initiative Workgroup has been tracking HIPAA and that the proposed regulations are not inconsistent with Virginia's approach. Ms. Dillehay stated that a number of states have oversight committees that extend beyond the purview of health and human resources due to the far-reaching implications of HIPAA, and stressed the need for a more aggressive dialogue. Mr. O'Neil reported that the HIPAA presentation would be available on the PSA web site.

Mr. O'Neil stated that he met with the Department of the State Internal Auditor, the Electronic Government Implementation Division, and the Department of Technology Planning to find ways to

enhance security of electronic government through audit guidelines. The next meeting of the PSA Workgroup is Tuesday, December 5.

Enterprise Architecture Workgroup

Murali Rao reported that the Enterprise Architecture Workgroup completed the Commonwealth business information requirements and technical architecture and a report would be prepared prior to the next COTS meeting in January. The Workgroup has developed three teams to explore high priority domains, including the Security, Middleware, and Network Domain Teams. The Domain Teams are intended to address the enterprise architecture needs of other COTS workgroups. The next meeting of the Enterprise Architecture Workgroup is Thursday, November 16.

Secretary Upson requested clarification on the Enterprise Architecture Workgroup activities and how they relate to other COTS initiatives. He expressed concern that the Workgroup would develop a perfect infrastructure with no buy-in from agencies and institutions.

Joy Hughes stated that the Communications Workgroup met and discussed a communications plan for building awareness on and encouraging the adoption of the Enterprise Architecture Initiative. The purpose of enterprise architecture is to break down the silos in which agencies, institutions, and localities operate. In Virginia Beach, for example, 25% of residents move each year, and must change their addresses with eight to twelve different state and local agencies. Each entity uses different database architectures to store data. To use a single digital signature to change the address once for all entities cannot be realized without agreement among the agencies. Enterprise architecture is not so much a technical solution as a cultural solution. Ms. Hughes stated that a campaign is needed to educate agency heads and legislators about how important collaboration is.

David Sullivan noted that form follows function, and the function is continually being defined. Without agreement on the function, it is difficult to find the form it will follow. The building materials change every six months which is an additional challenge. We need to have a technical idea and plan, and to make tangible progress with one or more applications.

Action

Secretary Upson requested that Ms. Hughes, Mr. Sullivan, and Ms. Clark put together a meeting by the January timeframe to foster the collaborative environment and explore the address change issue. He suggested involving local government, legislators, and the Joint Commission on Technology and Science.

Seat Management Workgroup

Ken Mittendorff reported that Wayne Stafford (Department of Corrections) was elected chair of the reconstituted Seat Management Workgroup. Vendor Information Day was held Wednesday, November

8, and launched the new Seat Management effort. The Workgroup will meet monthly, and the next Workgroup meeting is Monday, November 20.

Secretary Upson congratulated everyone involved in putting together Seat Management Vendor Information Day.

David Nims reported that the Office of Seat Management has been formed and will be physically located in the Richmond Plaza building. The phone number is (804) 371-SEAT (7328), and the web site is www.seatmanagement.state.va.us. The office is staffed by the eGovernment Implementation Division, including Eric Perkins (project manager), Chuck Tyger, and Curt Deimer. They will be joined by other staff members from the Department of Information Technology. The Seat Management Office will begin by assisting agencies with Total Cost of Ownership (TCO) studies.

State and Local Application and Network Integration (SLANI) Workgroup

David Sullivan reported that David Molchany and Rick Parks are attending a conference in Washington, D.C., to talk about seamless integration of electronic government. Many states are emphasizing Virginia's efforts. The group is planning a conference in Williamsburg, probably in the fall, to bring together local leaders, representatives from Metro Information Exchange, and CIOs of large cities and counties.

The SLANI Workgroup met Thursday, November 9, to discuss the education model and strategies for introducing eGovernment to smaller counties and cities that are struggling with basic technology decisions and investments. As the barriers fall away, it is important to introduce eGovernment initiatives. The Workgroup has tried to redefine its role to work with the eGovernment Implementation Division to ensure that there is a seamless transition between state and local and federal portals and applications. The SLANI Workgroup will begin working on the address change issue. Mr. Sullivan stated that eGovernment cannot be led strictly by IT professionals—that leadership needs to come from the business side of organizations. SLANI will work with a seminar in January to get at local leadership and city and county managers.

Secretary Upson suggested having a COTS retreat. Ray Davis recommended holding the retreat at a state park facility.

Secretary Upson recommended inviting representatives from the federal government to address COTS, from Department of Transportation, Department of Health and Human Services, and the National Science Foundation. Ultimately, the feds should be at our table and we should be at theirs.

Organizational Workgroup

Ray Davis reported that the Organizational Workgroup met recently and reviewed policy standards and guidelines—existing CIM guidelines and some proposed needs. Some of the standards and guidelines are

outdated. The Organization Workgroup worked with the Department of Technology Planning, and forwarded each guideline to the appropriate workgroup, including Enterprise Architecture; Privacy, Security, and Access; and Telecommunications. The Workgroups have been asked to review the guidelines and provide an assessment at the January COTS meeting.

Digital Signatures Initiative Workgroup

Cheryl Clark reported that the DSI Workgroup had formed five new teams: VOLT Governance, Audit & Assurance, Procurements, Business Horizons, and Technology Horizons. The Technology Horizon Team is exploring evolving tools, techniques, and standards. The Business Horizon Team is exploring opportunities for partnerships with other jurisdictions and organizations at the federal and state levels. The high priority areas for the Workgroup are the VOLT governance effort and recruitment of Early Adopters. The eGovernment Implementation Division staff was briefed in October, and is in the process of assigning a full-time project manager. Ms. Dillehay announced that the project manager would be available to start on the 20th of November.

Ms. Clark said the eGovernment Implementation Division is responsible for the education, training, and promotion effort. DSI is seeking legal support from the Office of the Attorney General, which is critical for VOLT products and the RFP that will be let in January or February. The DSI Workgroup is holding to the schedule produced in the final report.

Secretary Upson reported that he met with the Attorney General on technology issues generally. Richard Kemp will be the point person, and wants to be apprised of what's happening and find ways to ensure his office is involved. Secretary Upson asked Ms. Clark to brief the Office of the Attorney General on the significance of the DSI Workgroup's activities.

Ms. Clark said representatives of the DSI Workgroup met with representatives from the federal General Services Administration and Federal Electronic Commerce Office on November 7 to explore partnership opportunities. There are several that were targeted, including submitting paperwork to the Environmental Protection Agency that requires signatures. The DSI Workgroup and the eGovernment Implementation Division are scheduling a meeting with Imagitas, which is setting up a pilot with the United States Postal Service as the registration authority.

The Secretary of the Commonwealth has expressed interest in being an Early Adopter for her lobbyist disclosure and registration cycle for 2001. Her timeframe precedes the DSI framework.

Ms. Clark invited the members to join any of the DSI Teams and distributed a list of Team leaders and contact information. Any organizations interested in becoming an early adopter should contact Ms. Clark or Chip German.

Ms. Clark presented *Virginia On-Line Transaction (VOLT) Certificates: An Enterprise Solution of Trust*, the final report of the DSI Workgroup. The report is available online at www.sotech.state.va.us/cots in

PDF.

Action

Ms. Hughes put forward a motion to adopt the DSI final report. The motion was seconded and passed unanimously.

Telecommunications Workgroup and Voice Over IP Workgroup

Leslie Carter reported that a special Telecommunications Workgroup meeting was held Wednesday, November 8, at Virginia Tech that was dedicated to wireless technology, particularly voice, data, video, and broadband. The group examined service and equipment procurements and heard presentations from the Department of Information Technology and Virginia Tech. The Workgroup recommended dedicating every quarterly meeting to wireless and identify areas where in-depth study is needed for the Commonwealth.

Ms. Carter asked the Council to review the Telecommunications Workgroup report that was revised based on feedback from COTS in March. Send comments and changes to Leslie Carter at lcarter@dit.state.va.us.

Ms. Carter stated that the Voice Over IP Workgroup would be meeting on the same day as the Telecommunications Workgroup to make travel easier. At the last meeting, the Voice Over IP Workgroup heard a presentation from Virginia Tech and started the process of obtaining a dedicated resource on voice over IP at the end of the month to write the report and recommendations of the Workgroup.

Communications Workgroup

Ms. Hughes reported that the Communications Workgroup met Friday, November 3. Jenny Wootton from the eGovernment Implementation Division will be working with the Communications Workgroup on the COTS website to identify audiences, keep content current, and develop strategies for using "push" technology to promote the decisions of the Council.

The Workgroup members expressed concern about the lack of COTS participation on advisory committees of the Joint Commission on Technology and Science (JCOTS). Two COTS members, Cheryl Clark and Gerry Pacyna, serve on Advisory Committees, which research technology issues and provide expertise to the legislature. More members can get on advisory committees, usually through letters to agency heads. The Workgroup requests Secretary Upson to ask JCOTS to send a letter to COTS. Secretary Upson said he would talk to the JCOTS chairman.

Ms. Hughes said the Workgroup also discussed the importance of communicating with our constituencies. She urged COTS members to communicate the work of COTS to their audiences,

keeping in mind that most audiences are non-technical. She suggested "pilot-testing" presentations and papers on non-technical groups. Ms. Hughes also issued a challenge to communicate better with constituencies, and have a presentation from a COTS member at each future meeting on communication efforts. Ms. Hughes introduced Workgroup Member Sandy German from the University of Virginia who has developed a newsletter called virginia.edu (www.itc.virginia.edu/virginia.edu).

Presentations

Communicating with Our Constituents: virginia.edu

Ms. German presented tips for communicating with non-technical audiences by adding the human touch through creative tips, anecdotes, and storytelling. The University of Virginia publishes an online newsletter quarterly that highlights technology initiatives that impact the University of Virginia community. The Fall 2000 newsletter was devoted to the work of COTS and contained feature articles on COTS initiatives and Workgroups. A printed letter with "teaser" information is mailed to about 12,000 subscribers, who include faculty and staff, other higher education professionals, government officials, and private industry. The newsletter has generated worldwide interest, and includes features and columns. The style of writing is non-technical and accessible. Secretary Upson indicated that he would like to see a similar newsletter produced by COTS, as well as other collateral materials.

The eProcurement Solution

Jan Fatouros presented the winning eProcurement solution, eVA. eVA is a total electronic solution for the Commonwealth, and will handle all types of procurements. For more information and a copy of Ms. Fatouros' presentation, see www.eva.state.va.us.

Next Meeting

January 18, 2001
9:00 a.m. -- 12:00 p.m.
Monroe Building

Respectfully Submitted,

Jennifer L. Wootton

Electronic Government Implementation Division